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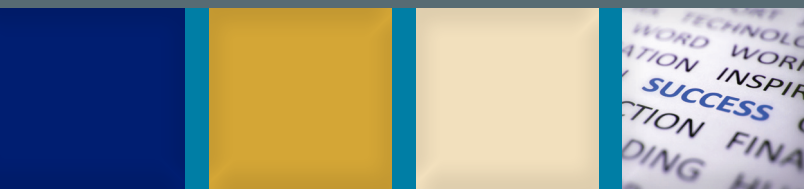
CalWORKs
TRAINING
ACADEMY

Navigating Pathways Toward Self-Sufficiency

Program Guide

December 2-3, 2013

Hyatt Regency
Sacramento, CA



www.cce.csus.edu/calworks2013

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Dear Training Academy Participants:

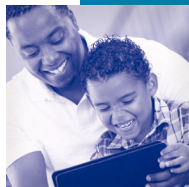
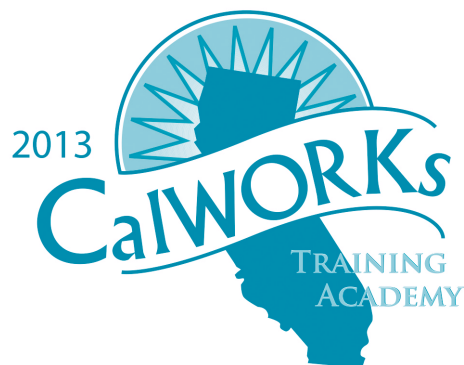
On behalf of the California Department of Social Services, it is my pleasure to welcome you to the 2013 California Work Opportunity and Responsibility to Kids (CalWORKs) Training Academy. This year's Training Academy focuses on creative and innovative strategies and solutions to ensure the CalWORKs program continues to successfully assist California's most vulnerable families and children. This year's program will provide you with information regarding the major program changes enacted over the last two years, as well as a review of program fundamentals. The program also puts a spotlight on best practices throughout the State, and offers a variety of skill building opportunities tailored for the CalWORKs professional.

Strong collaboration between human service agencies and stakeholder partners ensures the ongoing success of the CalWORKs program. With this in mind, the Training Academy offers general sessions and workshops geared specifically for CalWORKs professionals. Academy presenters and trainers bring a wealth of knowledge, experience, and unique perspectives about what's working in the CalWORKs program, and ideas on how to improve the program's effectiveness. At this year's Training Academy you will be offered a chance to learn, share new ideas, and create new contacts to foster your effectiveness as a CalWORKs professional and achieve our mutual objective of helping CalWORKs clients achieve self-sufficiency.

Our goal is to provide you with the most vital information and tools available so that you may continue your commitment to the core values of the CalWORKs program, and engage participants in the employment and educational activities essential to achieving self-sufficient futures. Thank you for joining this effort to network, learn, and share strategies on how to engage clients in the CalWORKs program and successfully assist in *Navigating Pathways Toward Self-Sufficiency*. I commend your efforts to strengthen the CalWORKs program and your participation in the 2013 CalWORKs Training Academy is appreciated.

Sincerely,

Will Lightbourne
Director, California Department of Social Services





Name Badge Admittance

In order to participate in the CalWORKs Training Academy, attendees must register and wear their name badge at all times.

Room Monitors

Room monitors can pick up their room monitor packets at the Training Academy registration desk located in the Regency Ballroom Foyer. Room monitor packets should be picked up no later than one hour prior to the beginning of each workshop.

Audio and Videotaping Policy

Anyone desiring to make video or audio recordings or take photographs of presenters, participants, or general session speakers, must obtain advance authorization from the Training Academy coordinators, and then obtain the written permission of those parties who will be recorded and/or photographed. For more information, please visit the Training Academy registration desk in the Regency Ballroom Foyer.

Continuing Education

Marriage and Family Therapists (MFT) and Licensed Clinical Social Workers (LCSW)

Provider approved by the California Board of Behavioral Sciences (BBS), Provider Number PCE 4089. Course meets the qualifications for 9-12 hours of continuing education credit for MFTs and/or LCSWs as required by the CA BBS.

- Sign in at the beginning of the Training Academy.
- Attend and complete an evaluation form for all workshop and plenary sessions listed in your packet. You must participate a minimum of 9 hours to qualify for credit.
- Return the completed packet to the registration table along with a \$55.00 payment via credit card (Visa or MasterCard) or check (made payable to California State University, Sacramento) at the end of the Training Academy.
- Sign out at the end of the Training Academy.
- A certificate of attendance will be mailed to you in approximately three to four weeks.

Silver Sponsor

Exemplar Human Services LLC

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322 Santa Clara Avenue
Alameda, CA 94501

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www.exemplarhumanservices.com

Exhibitors

California Department of Social Services Refugee Programs Bureau

Raquel Givon
744 P Street

Sacramento, CA 95814
Raquel.Givon@dss.ca.gov
www.dss.cahwnet.gov/refugeeprogram

The Dibble Institute

Kay Reed
P.O. Box 7881
Berkeley, CA 94707
KayReed@dibbleinstitute.org
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"I Can Afford College" Campaign

Peter Kavadeles
1414 K Street, Suite 300
Sacramento, CA 95814
peter.kavadeles@ogilvy.com
www.icanaffordcollege.com

Monday, December 2, 2013

7:30 a.m. – 6:00 p.m.	Registration Regency Ballroom Foyer
8:30 a.m. – 11:30 a.m.	Pre-Academy Session Regency BC <i>Coaching, Mentoring and Motivating Others</i> Michael Grabow , Trainer, College of Continuing Education, Sacramento State; Owner, The Essential Link Business Coaching and Training Network
11:30 a.m. – 6:00 p.m.	Exhibit Viewing Regency Ballroom Foyer
11:30 a.m. – 1:00 p.m.	Lunch (On Your Own)
1:00 p.m. – 1:30 p.m.	Welcome Remarks Regency ABC Todd Bland , Deputy Director, Welfare-to-Work Division, California Department of Social Services Will Lightbourne , Director, California Department of Social Services
1:30 p.m. – 2:30 p.m.	Opening Keynote Session Regency ABC <i>Embrace Risk, Manage Change and Laugh Often</i> Jim Pelley , Director, Laughter Works Seminars
2:30 p.m. – 2:45 p.m.	Refreshment Break and Exhibit Viewing . . . Regency Ballroom Foyer
2:45 p.m. – 3:45 p.m.	BREAKOUT SESSION ONE (see pages 7-8)
3:45 p.m. – 4:00 p.m.	Break and Exhibit Viewing Regency Ballroom Foyer
4:00 p.m. – 5:00 p.m.	BREAKOUT SESSION TWO (see pages 8-9)
5:00 p.m. – 6:00 p.m.	Networking Reception and Exhibit Viewing Regency Ballroom Foyer
6:00 p.m.	Adjourn Day One

Tuesday, December 3, 2013

7:30 a.m. – 8:30 a.m.	Networking and Continental Breakfast . . . Regency Ballroom Foyer
7:30 a.m. – 4:00 p.m.	Registration and Exhibit Viewing Regency Ballroom Foyer
8:30 a.m. – 10:00 a.m.	BREAKOUT SESSION THREE (see pages 9-10)
10:00 a.m. – 10:15 a.m.	Break and Exhibit Viewing Regency Ballroom Foyer
10:15 a.m. – 11:45 a.m.	BREAKOUT SESSION FOUR (see page 10-11)
11:45 a.m. – 12:00 p.m.	Break and Exhibit Viewing Regency Ballroom Foyer
12:00 p.m. – 1:15 p.m.	Hosted Lunch Regency ABC
1:15 p.m. – 2:45 p.m.	BREAKOUT SESSION FIVE (see page 12)
2:45 p.m. – 3:45 p.m.	Closing Keynote Session Regency ABC <i>We're All Just Walking Each Other Home</i> Lorraine Fox, Ph.D. , Clinical Psychologist and Certified Child Care Worker
3:45 p.m. – 4:00 p.m.	Closing Remarks Regency ABC Todd Bland , Deputy Director, Welfare-to-Work Division, California Department of Social Services
4:00 p.m.	Adjourn Training Academy



Pre-Academy Session

Monday, December 2, 2013

8:30 a.m. – 11:30 a.m.

Pre-Academy Session Regency BC

Coaching, Mentoring and Motivating Others

Michael Grabow, Trainer, College of Continuing Education, Sacramento State; Owner, The Essential Link Business Coaching and Training Network

Coaching, Mentoring and Motivating Others equips leaders to foster personal development in their employees through effective mentoring, coaching, and motivational strategies. Participants will obtain the skills and competencies to:

- Understand the foundation of successful coaching relationships
- Improve employee motivation and persistence
- Foster initiative and responsibility in their employees

Michael R. Grabow is a trainer for Sacramento State's College of Continuing Education, Certified Business Coach and the owner of The Essential Link Business Coaching and Training Network. With over 25 years of experience in human resource development and management with global organizations, Mr. Grabow specializes in creating workplace training and development programs and has a passion for seeing the human potential within organizations realized, released and renewed.

***Simplifying the complex to turn
action into outcomes***

exemplar
HUMAN SERVICES

**Come visit our booth to redeem your gift certificate and for
a chance to be entered into our grand prize drawing!**

Monday, December 2, 2013

1:00 p.m. – 1:30 p.m.

Welcome Remarks Regency ABC

Todd Bland, Deputy Director, Welfare-to-Work Division,
California Department of Social Services

Will Lightbourne, Director, California Department of Social Services

Todd Bland is currently the Deputy Director of the Welfare-to-Work Division at the California Department of Social Services, responsible for ongoing oversight of the California Work Opportunity and Responsibility to Kids (CalWORKs), CalFresh (formerly food stamps), Program Integrity (PIB) and Child Care and Refugee Programs (CCRPB), along with associated Automation Systems. Prior to holding his current position, Mr. Bland was Deputy Legislative Analyst of the Health and Human Services Section at the Legislative Analyst's Office (LAO), where he supervised all budget and policy analysis pertaining to health and social services. Previously, Mr. Bland was the LAO's principal welfare analyst and prepared detailed budget analyses of the CalWORKs program, CalFresh and the Supplemental Security Incomes/State Supplementary Programs. Earlier in his career Mr. Bland was a project manager at Economic and Planning Systems and a performance auditor at the Office of the Auditor General. Mr. Bland holds a Masters in Public Policy from Harvard and a Bachelors in History from Yale.

Will Lightbourne was appointed Director of the California Department of Social Services by Governor Jerry Brown in April of 2011. Having served as the director of three county social services agencies as well as being a member of numerous commissions, councils, boards and nonprofits, over the past three decades, he has been deeply involved in a wide range of social welfare issues in California. Prior to coming to the California Department of Social Services, Mr. Lightbourne served as Director of the Social Services Agency of the County of Santa Clara for more than ten years. He also served as Executive Director of the Human Services Agency of the City and County of San Francisco, and as Director of the Santa Cruz County Human Services Agency.

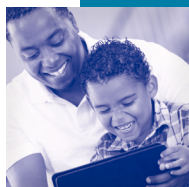
1:30 p.m. – 2:30 p.m.

Opening Keynote Session Regency ABC

Embrace Risk, Manage Change and Laugh Often

Jim Pelley, Director, Laughter Works Seminars

Jim Pelley, a former stand-up comedian and contributing writer for the original Saturday Night Live Show, has left them laughing for more than 18 years at over 1,600 top organizations in the United States and abroad, including Disney, Intel, Southwest Airlines, Mattel, and AT&T. Mr. Pelley has brought his message of "How to Smarten Up by Lightening Up" to hundreds of thousands of people who are high-tech, low-tech, and no-tech-at-all. With his hilarious way of poking fun at the frustrations of everyday life, he demonstrates uproariously how to use humor to become more creative, more productive, and less stressed. Mr. Pelley leaves people with the belief that things can be better. That conflicts can be resolved. That the things that cannot be resolved do not always have to be. And that whatever is left is doable, if people just lighten up their expectations. He brings a unique perspective to the table and yet maintains a presence, a sense of confidence and integrity. In a nutshell, Mr. Pelley takes humor seriously, and helps others do the same.



Closing Keynote Session

Tuesday, December 3, 2013

2:45 p.m. – 3:45 p.m.

Closing Keynote Session Regency ABC

We're All Just Walking Each Other Home

Lorraine Fox, Ph.D., Clinical Psychologist and
Certified Child Care Worker

Lorraine Fox holds a doctorate in clinical psychology and a doctoral certificate in organizational development, and is a Certified Child Care Worker. She has been working for forty-five years in child and youth care work and in human services. Dr. Fox has been a direct service worker, a supervisor, a clinical director, an executive director, and assistant professor. She has delivered keynote addresses locally, nationally and internationally, and has presented at conferences and provided training and consultation services for a variety of service organizations in the United States, Australia, Canada, Guam, England, Scotland and Czechoslovakia. In addition to extensive work with private service agencies, she is a contract instructor with the University of California, Davis, San Francisco State University and the San Diego State University Foundation, training public service employees serving welfare and child protective clients and their community partners. In addition, Dr. Fox has a long standing relationship with the California Community Colleges Foster and Kinship Care Education Programs providing training for substitute caregivers and Foster Care and Adoption agencies. She was awarded the Outstanding Service Award for Excellence in Teaching by the UC Davis. Dr. Fox has published scholarly articles, writes a monthly parenting column for her church newsletter, and co-authored an internationally recognized training curriculum. She has appeared on radio and television in the United States, Canada, and Australia. Dr. Fox is listed in many Who's Who publications, and has been a consulting editor for the Journal of Child and Youth Care.

3:45 p.m. – 4:00 p.m.

Closing Remarks Regency ABC

Todd Bland, Deputy Director, Welfare-to-Work Division,
California Department of Social Services

SESSION ONE

Monday, December 2, 2013 • 2:45 p.m. – 3:45 p.m.

1A. Family Stabilization Regency A

Rosalyn Guillory, Contra Costa County Employment and Human Services Department
Jessica Lopez, CalWORKs Employment Bureau, California Department of Social Services
Jackie Mizell-Burt, County of Los Angeles Department of Public Social Services
Margaret Smith, Contra Costa County Employment and Human Services Department

This workshop will provide an overview of the new Family Stabilization component of the CalWORKs program. This crisis intervention and resolution approach to serving CalWORKs clients includes intensive case management and provisions for stopping the WTW 24-Month Time Clock. Additionally, this workshop will provide promising practices from two counties on methods for integrating the Family Stabilization into existing Welfare to Work programs and/or enhancing current efforts which align with the principles and goals of Family Stabilization.

1B. Semi-Annual Reporting (SAR) and Annual Reporting/Child Only (AR/CO)Regency D

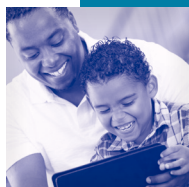
David Badal, CalFresh Policy Bureau, California Department of Social Services
Tim Lawless, CalWORKs Eligibility Bureau, California Department of Social Services
Tawny Macedo, CalFresh Policy Bureau, California Department of Social Services
Amreet Sandhu, CalWORKs Eligibility Bureau, California Department of Social Services
Paulette Stokes, CalWORKs Eligibility Bureau, California Department of Social Services

This workshop will present an overview of two new client reporting systems in the CalWORKs and CalFresh programs: Semi-Annual Reporting (SAR) and Annual Reporting/Child-Only (AR/CO). The workshop will focus on the broader context and rationale behind the transition from Quarterly Reporting (QR) to SAR, including legislative background, how SAR differs from and mirrors QR, the new Income Reporting Threshold, reasonably anticipating income, and statewide caseload information. The workshop will also focus on the similarities and differences between SAR and AR/CO, as well as any differences between CalWORKs and CalFresh program rules and responses to client mid-period reports. The panel will consist of California Department of Social Services CalWORKs and CalFresh program staff.

1C. A Shero's Journey: Improving Alcohol and Other Drug (AOD) Treatment and Recovery Outcomes for Women Regency E

Peggy Thomas, Program Services Manager, ONTRACK Program Resources, Inc.

Women with substance use disorders have complex issues and face multiple, systemic barriers to their success and sustainability, including: limited education and/or employment skills, lack of safe, affordable housing, criminal histories, and neglected health issues. This workshop will focus on the unique components of gender-responsive/trauma-informed services, which help women: engage in treatment; address their addiction; improve their parenting skills; and increase their employability options and outcomes. Participants in this workshop will be inspired to encourage, empower and support their clients in their recovery journey. Workshop topics will include information on: (1) gender-responsive/trauma-informed services; including the core competencies for women's treatment, (2) overcoming barriers to accessing treatment & social services, (3) challenges of multi-systems involvement, (4) children, parenting & building recovery support systems, and (5) addressing multiple risk factors for relapse; including relapse prevention strategies.



Workshop Descriptions



1D. **Achieving Desired Performance Outcomes**Regency F

Prashant Doshi, Exemplar Human Services

Gary Watson, Transitional Assistance, San Bernardino County Department of Human Services

San Bernardino County Department of Human Services has implemented a set of performance management tools that turns program data into simplified, actionable information that can be used by staff at all levels to better work towards achieving desired program performance outcomes. Ranging from the front-line caseworker to the director, everyone works from the “same sheet of music.” This approach increases connectivity between all levels of staff, allowing for better task management, communication, and outcome measurement. This presentation will give an overview of San Bernardino’s experience using these tools and include an interactive exercise. It will benefit anyone that is interested in considering a new, action-oriented approach on how they use information to manage staff, assist clients, and achieve desired program outcomes.

SESSION TWO

Monday, December 2, 2013 • 4:00 p.m. – 5:00 p.m.

2A. **Everybody Wins with WINS** Regency A

Samantha Basquez, CalWORKs Employment Bureau, California Department of Social Services

William Belon, CalFresh Policy Bureau, California Department of Social Services

Dara Candy, CalWORKs and CalFresh Estimates Bureau, California Department of Social Services

Senate Bill (SB) 1041 enacted Welfare and Institutions Code §15525, which requires full statewide implementation of the Work Incentive Nutritional Supplement (WINS) Program by July 1, 2014. The WINS program will allow each county to provide a ten dollar (\$10) per month additional food supplement benefit for each WINS eligible CalFresh household. The WINS program has a twofold design: (1) to reward CalFresh recipients who are working sufficient hours in paid employment to meet Temporary Assistance for Needy Families (TANF) work requirements and (2) to help the state meet its federal work participation rate (WPR) obligation. The WINS program is a hybrid of the CalFresh and CalWORKs programs, and this workshop will help clarify the eligibility requirements for WINS and how counties will process WINS, among other topics to be covered. The group panel for this workshop will consist of California Department of Social Services staff who worked on developing the WINS program.

2B. **Subsidized Employment:**

Expanding Opportunity and Enhancing Success Regency D

Irene Lopez, Stanislaus County: StanWORKs Community Service Agency

Wendy Nelson, CalWORKs Employment Bureau, California Department of Social Services

Anna Pineda-Martinez, CalWORKs Program, San Francisco Human Services Agency

David Van Gee, CalWORKs Employment Bureau, California Department of Social Services

James Whelly, Workforce Development, San Francisco Human Services Agency

Subsidized Employment grew exponentially in 2009 and 2010 due to the infusion of dollars from the Temporary Assistance for Needy Families (TANF) Emergency Contingency Fund (ECF). Though TANF ECF ended in 2010, subsidized employment efforts in California have kept going strong. With the passage of Assembly Bill (AB) 74 in 2013, subsidized employment is set to get even bigger and better: the Expanded Subsidized Employment (ESE) Program provides a new funding source for County Welfare Departments to develop thousands of new subsidized employment opportunities in the private and public sector. This workshop will look at subsidized employment successes and lessons learned, explain how the ESE Program works, and share experiences from counties.

2C. Vehicle Asset Limit Increase Regency E

Dave Althausen, CalWORKs Eligibility Bureau, California Department of Social Services

Tracy-Jo Hernandez, Yolo County Department of Employment and Social Services

Cora Myers, CalWORKs Eligibility Bureau, California Department of Social Services

Trina Ward, California Department of Motor Vehicles

This workshop will review the changes required by the implementation of Assembly Bill (AB) 74 and the implementation of Senate Bill (SB) 98 which increases the vehicle asset limit to \$9,500 and creates an exemption for all motor vehicles which are a result of a gift, donation, or family transfer as defined by the California Department of Motor Vehicles. A county representative will be on this panel to discuss and answer questions regarding the current vehicle valuation process in CalWORKs. A California Department of Motor Vehicles representative will also be available to discuss and answer questions regarding the new exemption process for gifts, donations, and family transfers.

2D. Building Healthy and Stable CalWORKs Families through Relationship Education Regency F

Kay Reed, Executive Director, The Dibble Institute

Destiny Robbins, Former CalWORKs Client

Join Kay Reed, Executive Director of The Dibble Institute, to learn about current efforts in California funded through federal Temporary Assistance for Needy Families grants, to stabilize families through evidence based relationship education. She will introduce you to resources and community organizations that you can partner with to help your clients to build healthy, stable families. Participants will learn: (1) how adult romantic relationships impact the formation of stable, self-sufficient families, (2) how turbulent family lives impact outcomes for children, (3) what interventions are available to help stabilize families and improve self-sufficiency through relationship education, and (4) where to find resources in California to implement relationship education.

SESSION THREE

Tuesday, December 3, 2013 • 8:30 a.m. – 10:00 a.m.

3A. Paths to Success: CalWORKs Participation under Senate Bill 1041. Regency A

Geoffrey Miller, CalWORKs Employment Bureau, California Department of Social Services

Wendy Nelson, CalWORKs Employment Bureau, California Department of Social Services

The passage of Senate Bill (SB) 1041 on June 27, 2012 resulted in significant changes to the CalWORKs program. The new Welfare-to-Work (WTW) 24-Month Time Clock provisions in SB 1041 eliminated the WTW core and non-core hourly requirements and established a 24-month period in which aided adult clients will be given more flexibility in their assigned CalWORKs WTW activities that are consistent with the client's assessment to address barriers and prepare for employment. This workshop will present an overview of the WTW 24-Month Time Clock, including what starts and stops the clock, the new WTW hourly participation requirements, and the different types of CalWORKs activities within and outside of the WTW 24-Month Time Clock period. In addition, this workshop will review the participation requirements for the different types of Assistance Units using a flow chart, and the WTW Plan including the revised WTW Plan Activity Assignment (WTW 2).



Workshop Descriptions



3B. The Refugee Resettlement Program in California Regency D

Thuan Nguyen, Refugee Programs Bureau, California Department of Social Services

Anupé Sandhu, Refugee Programs Bureau, California Department of Social Services

Ever wonder how individuals from around the world are granted refugee status and end up in California? We can explain! The Refugee Programs Bureau (RPB) will provide attendees with an overview of the Refugee Resettlement Program (RRP), the eligible populations, eligibility requirements, and the benefits and services available to qualifying individuals and families. Refugees, asylees, Unaccompanied Refugee Minors, Cuban/Haitian Entrants, and certified victims of Human Trafficking are some of the populations served under the RRP. These populations are eligible for public benefits programs including: Refugee Cash Assistance, Refugee Medical Assistance, CalWORKs, CalFresh, employment, and other social services specific to the needs of individuals in these communities. The objective of this presentation is to offer helpful resources and most importantly to ensure that all attendees become familiar with the programs available and populations served by the California RPB.

3C. Organizational Change and Overcoming Resistance (Part I) Regency E

Keirsten Quest, College of Continuing Education, Sacramento State

This workshop will address the organizational and individual elements of change and help participants develop a plan of action for working effectively through organizational change as well as provide positive leadership through change. Further, it will allow participants to practice many of the tools and success elements of personal change management.

3D. Engaging and Motivating Diverse Clients (Part I)Regency F

Daniel Witherell, University of California, Davis Extension

This interactive workshop will provide participants with key insights, strategies and best practices to engage, motivate, and support diverse clients toward achieving self sufficiency. Key topics include: (1) key economic, social, or cultural issues that can influence client engagement or participation, (2) psychosocial dynamics and program components influence on client motivation or engagement responsiveness, (3) applying the Friedland Engagement/Disengagement (FED) model when conducting engagement and motivational interviews with clients, and (4) service and labor market strategies for helping clients with specific barriers. As a result of this presentation, participants will learn engagement and motivational strategies to further help their clients toward achieving self-sufficiency.

SESSION FOUR

Tuesday, December 3, 2013 • 10:15 a.m. – 11:45 a.m.

4A. Promoting Healthy Families: Best Practices for Collaboration with Local Farmers' Markets Regency A

Carle Brinkman, Farmers' Market EBT Program Manager, Ecology Center

Kristin Brinks, Nutrition Education and CalFresh Outreach, California Department of Social Services

Joyce Bullivant, Program Technology and Support Bureau, California Department of Social Services

Ymelda Mendoza-Flores, Sutter County Public Health Division

Tiana Wertheim, Human Services Agency of San Francisco

This workshop will highlight how counties are working together with their local Farmers' Markets to promote Electronic Benefit Transfer (EBT) usage for purchasing fruits and vegetables. Attendees will learn about nutrition education and physical activity promotion efforts going on throughout

the state and hear how these venues provide a great opportunity for CalFresh and CalFresh eligible clients to put their knowledge of healthy selections to use at the Farmers' Market itself. In addition, you'll hear from leaders in the "double bucks" program that provides additional dollars to recipients utilizing their benefits at Farmers' Markets to increase their purchasing power. Overall, the goal is to help clients learn how to stretch their food dollars and make the healthiest selections possible for them and their families, while maintaining a physically active lifestyle that benefits their overall health. Attendees will be provided information about how to make these partnerships and activities a reality in their county too.

4B. Domestic Violence 101 Regency D

Lindsay Sweetnam, Program Director, La Casa de las Madres

This workshop will review a foundational understanding of the definition and dynamics of domestic violence, including specific ways in which it affects all populations. It will also introduce participants to basic strategies for talking with clients about domestic violence and supporting those affected by it. Participants will (1) enhance their understanding of the definition and dynamics of domestic violence, including the cycle of violence, (2) be able to describe some of the different types of power and control tactics used within domestic violence, to increase readiness to identify abuse, (3) be able to describe some barriers that a survivor of abuse might face to leaving or reporting the abusive situation, and (4) be able to describe three actions to take in supporting a survivor of domestic violence.

4C. Organizational Change and Overcoming Resistance (Part II) Regency E

Keirsten Quest, College of Continuing Education, Sacramento State

This workshop will address the organizational and individual elements of change and help participants develop a plan of action for working effectively through organizational change as well as provide positive leadership through change. Further, it will allow participants to practice many of the tools and success elements of personal change management.

4D. Engaging and Motivating Diverse Clients (Part II)Regency F

Daniel Witherell, University of California, Davis Extension

This interactive workshop will provide participants with key insights, strategies and best practices to engage, motivate, and support diverse clients toward achieving self sufficiency. Key topics include: (1) key economic, social, or cultural issues that can influence client engagement or participation, (2) psychosocial dynamics and program components influence on client motivation or engagement responsiveness, (3) applying the Friedland Engagement/Disengagement (FED) model when conducting engagement and motivational interviews with clients, and (4) service and labor market strategies for helping clients with specific barriers. As a result of this presentation, participants will learn engagement and motivational strategies to further help their clients toward achieving self-sufficiency.



Workshop Descriptions

SESSION FIVE

Tuesday, December 3, 2013 • 1:15 p.m. – 2:45 p.m.

5A. What's Going on at the Community Colleges CalWORKs programs? Regency D

Jason Orta, California Community College Chancellor's Office

Bobby Gosal, Folsom Lake College

Lily Hunnemeder-Bergfelt, Santa Rosa Junior College

Susan Sweeney, Gavilan College

This workshop will provide participants with a statewide overview of the community college CalWORKs Program. College and District CalWORKs coordinators will provide their perspectives and insights on the challenges and best practices in serving community college CalWORKs students. In addition, the college and district coordinators will discuss their collaboration with county partners and the unique challenges faced by CalWORKs students in simultaneously navigating through the county and college systems.

5B. California's Trafficking and Crime Victims Assistance Program (TCVAP). Regency E

Raquel Givon, Refugee Programs Bureau, California Department of Social Services

Julia Ortiz-Rios, Refugee Programs Bureau, California Department of Social Services

Guest Speaker, Local Trafficking Non-Profit Organization

Over 27 million men, women, and children around the world have been victims of human trafficking. California has been identified as a hub for human trafficking. Attend this workshop to find out what human trafficking is and learn how non-citizen trafficking victims can qualify for public assistance. This workshop will present an overview of the Trafficking and Crime Victims Assistance Program (TCVAP), which provides state-funded public benefits to non-citizen victims of human trafficking, domestic violence, and other serious crimes. Participants will receive key tips on how to recognize victims, technical assistance on the eligibility requirements for assistance programs, and an overview of the benefits and services available for these populations including: TCVAP CalWORKs, TCVAP Cash Aid, California Food Assistance Program, Medi-Cal, and employment and social services. Lastly, you will hear from a survivor of trafficking on how local social services supported his personal journey towards self-sufficiency.

5C. Paths to Success: CalWORKs Participation under Senate Bill 1041 (repeat of Session 3A)Regency F

Geoffrey Miller, CalWORKs Employment Bureau, California Department of Social Services

Wendy Nelson, CalWORKs Employment Bureau, California Department of Social Services

The passage of Senate Bill (SB) 1041 on June 27, 2012 resulted in significant changes to the CalWORKs program. The new Welfare-to-Work (WTW) 24-Month Time Clock provisions in SB 1041 eliminated the WTW core and non-core hourly requirements and established a 24-month period in which aided adult clients will be given more flexibility in their assigned CalWORKs WTW activities that are consistent with the client's assessment to address barriers and prepare for employment. This workshop will present an overview of the WTW 24-Month Time Clock, including what starts and stops the clock, the new WTW hourly participation requirements, and the different types of CalWORKs activities within and outside of the WTW 24-Month Time Clock period. In addition, this workshop will review the participation requirements for the different types of Assistance Units using a flow chart, and the WTW Plan including the revised WTW Plan Activity Assignment (WTW 2).



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The Portfolio

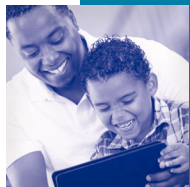
- Certificate programs preparing public service executives, managers and supervisors to navigate challenges and lead transformation. www.cce.csus.edu/portfolio



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